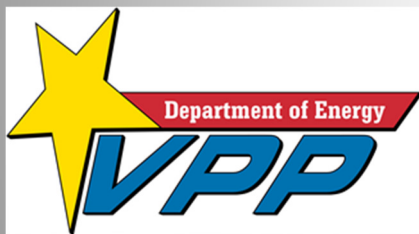


Wastren Advantage, Inc. Hanford Laboratory Voluntary Protection Program Annual Report CY 2018



Wastren Advantage, Inc.

Hanford Laboratory

Voluntary Protection Program Annual Report

Calendar Year 2018

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Wastren Advantage, Inc. Hanford Laboratory

Voluntary Protection Program Annual Report

Calendar Year 2018

A. SUMMARY

Wastren Advantage, Inc. Hanford Laboratory completed its third full year as the 222-S analytical contractor since it assumed the contract on November 22, 2015. Veolia Nuclear Solutions – Federal Services (VNSFS) is a mitigated entity of Veolia. During 2018, VNSFS contracted with the Department of Energy (DOE) through the acquisition of Wastren Advantage Inc., Hanford Laboratory, which will henceforth be called WHL. There were no changes to the contract or project staff due to the acquisition.

WHL continued the same procedures, programs, procedures and safety initiatives to continuously improve safety performance, as well as improve the Integrated Safety Management System (ISMS) programs and processes. WHL continued to work on improving the Safety Culture through employee involvement in various aspects of our Safety and Health (S&H) programs with the ultimate goal of achieving zero injuries and illnesses, as well as identifying and eliminating or mitigating hazards in the workplace. While the ultimate goal of zero injuries and illnesses is the target, continuous improvement in WHL's Safety Culture continues to be the focus for the coming year.

WHL's ISMS integrates Worker Safety and Health Program (WSHP) and Voluntary Protection Program (VPP) components as part of a comprehensive safety program. WHL's WSHP implements applicable requirements of 10 CFR 851, *Worker Safety and Health Program*. WHL's WSHP establishes a worker protection program that eliminates or mitigates the potential for injuries, illnesses, and accidental losses by providing workers with a safe and healthful workplace.

The interface agreements between WHL and the Washington River Protection Solutions LLC (WRPS) require close coordination and communication to run an effective ISMS. Generally speaking, WHL is responsible for laboratory analysis and testing services at the 222-S Laboratory, while WRPS is responsible for the facility maintenance and related infrastructure. There are exceptions to each work scope, so daily turnover meetings involving both companies are conducted to establish continuity and safe operations. Often, Laboratory Operations

procedures and program aids are jointly owned and committees, such as the As Low As Reasonably Achievable (ALARA) committee, are populated by employees from both companies. WHL has developed and will continue to develop specific safety documents or programs to the extent necessary to carry out its ISMS and VPP Programs.

WHL's managers and employees continuously assess their workplace through the performance of hazards analysis, monthly safety inspections, and laboratory room inspections to proactively identify areas of concern and take prompt action to correct identified safety and health issues. Their commitment and ownership of their safety and the safety of their co-workers is demonstrated on a daily basis and at all levels of the organization. This was self-evident when the 222-S Laboratory was declared a U.S. Department of Energy (DOE) VPP Star Site in 2008 and recertified in 2011, 2014, and most recently in December 2018.

This year's VPP Annual Report includes information relating to the VPP self-assessment, VPP campaigns, outreach activities, observations, procedure reviews, and results from the VPP Safety Culture survey. This report also includes a copy of a letter from the Hanford Atomic Metal Trades Council (Appendix B) endorsing WHL's continued involvement in the DOE VPP Program.

WHL CY 2018 Accomplishments:

- Underwent a DOE on-site review and was awarded VPP STAR status.
- WHL had no Lost or Recordable Workday cases in CY 2018.
- Our VPP Zero Accident Council (ZAC) launched VPP Awareness Campaigns that encompass various awareness activities for presentation, implementation, employee involvement, and feedback opportunities. The following is a list of the campaigns in 2018:
 - Stretch & Flex – a lunchtime stretch program
 - VPP Puzzle Campaign – a series of four word puzzles emphasizing elements of VPP
 - Weekly Safety Start Newsletter
- The CY 2017 VPP Annual Report was completed and sent to DOE-Headquarters (HQ) in February 2018.
- The CY 2018 Safety Improvement Plan items were completed (Section D.1)
- The 2019 Safety Improvement Plan was developed and submitted to DOE Office of River Protection (ORP) as part of the FY 2019 ISMS Performance Objectives, Measures, and Commitments (POMCs) (See Section D.2).
- Continued improvements of the Corrective Action Management System – implementation and training on a new corrective action management web-based system.

- Employees participated in monthly safety inspections in support of the Washington River Protection Solutions 222-S Complex Monthly Health and Safety Inspection Program. Through these inspections, employees helped to identify and correct a variety of health and safety issues identified throughout CY 2018.
- Conducted nine Operational and Emergency Preparedness Drills to train and develop employee proficiency to respond properly to laboratory-upset conditions.
- FY 2019 ISMS Effectiveness Declaration and FY 2019 Performance Objectives, Measures, and Commitments (POMCs) were approved by DOE-ORP.
- Completed assessments and surveillances on the Worker Safety and Health Program, Respiratory Protection Program, Recordkeeping and Reporting, Flammable Liquid Storage, and the Operating Experience Program.
- Formalized new employee orientation training, which supplements Hanford General Employee Training and facility specific training. A new employee PowerPoint presentation was created that includes input from all relevant functional areas. It also provides information on the history of Hanford and describes how WHL contributes to the overall mission.
- Participated in the 2018 Safety Connect (formerly known as the Hanford Health and Safety Exposition.)
- Participated in the 2018 Tri-Cities Connect, a forum to support an effective transfer of knowledge and recruit job seekers in collaboration with science, technology, engineering, and mathematics (STEM), trade/craft and apprenticeship organizations.
- Launched implementation of the Multiple Chemical Compatibility Review (MPCCR) Process. This process allows similar laboratory waste streams from multiple lab procedures to be combined into one container. This required dedicated efforts and detailed orchestration from many functional areas. The objective of this process is to minimize effectively waste streams, which will contribute to the overall cleanup efforts.



WHL's VPP success is a direct result of the effective implementation of a positive and active Safety Culture. Employees take an active role in assessing performance and identifying areas for continuous improvement. Assessments confirmed that both employees and management were actively involved in the safety of themselves and their co-workers. Additional program related elements such as worker assessments, surveillances, and effective communication between management and the employees demonstrate effective implementation of a strong Safety

Culture where both employees and management work together to identify and correct safety issues to reduce the potential for occupational injuries and illnesses.

Employees are challenged on a daily basis to perform work safely and to stop work whenever an adverse condition is identified. Employees perform periodic workplace safety inspections and participate in safety committees such as the Zero Accident Council (ZAC), Chemical Hygiene Committee, and the ALARA committee, focusing on identified issues and developing corrective actions to improve safety for themselves and their co-workers. Through safety initiatives, committees, inspections, and communications, employees are actively involved and encourage fellow employees to perform activities that achieve safety objectives in order to modify their behaviors to improve the overall Safety Culture within WHL.

B. CONTRACTOR INCIDENCE RATES

WHL had no Lost or Recordable/Restricted workday injury cases reported in CY 2018. At the end of CY 2018, WHL had worked a total of 109,843 hours and gone 396 days without a Recordable or DART case. WHL has no sub-contractor hours.

The number of occupational first aid cases was six (6) in CY 2016, nine (9) in CY 2017, and fourteen (14) in CY 2018. First aid cases ranged from potential chemical exposure, strains, simple cuts/lacerations, and bruises. While there has been an increase in reported first aid cases, this is largely attributed to the increased emphasis on reporting of even minor injuries. Of the 29 cases reported during the past three years, only three cases resulted in temporary restrictions but did not prevent injured employees from performing routine job functions or fulfilling their normally assigned duties.

Industry Average Comparison

WHL's North American Industry Classification System (NAICS) code is 562, "Remediation and Other Waste Management Services". Table 1 represents the CY 2016 and CY 2017 industry incident rates for Remediation Services (CY 2018 incident rates are not yet published). Table 2 represents the injury/illness incident rates for WHL. As allowed in the *DOE-VPP Procedures Manual* for small companies, the best three (3) of the last four (4) years are used in determining the three-year total. For the three-year total, the combined total man-hours worked were 307,880. The three-year average TRC rate was 0.65, well below the CY 2017 industry average of 4.7. The DART case rate was also 0.65, which is below the BLS average of 3.0. The CY 2015, CY 2016, and CY2018 TRC case rates are well below the industry averages (0 cases in

2015 and 2018, and 1 case in 2016). Appendix A, *VPP Annual Report Supplemental Worksheet* is attached as part of the submittal of this annual report as required by the U.S. Department of Energy Voluntary Protection Program, Part II: *Procedures Manual*.

Table 1. NAICS 562 Industry Average						
	NAICS Code	Total Recordable Cases	Cases with Days Away, Transfer or Restriction			Other Recordable Cases
			Total	Days Away	Transfer or Restricted	
2016 Industry Average	562	4.2	2.7	1.4	1.3	1.5
2017 Industry Average	562	4.7	3.0	1.8	1.1	1.7

* Case information for NAICS 562 for companies with 50-249 employees.

Table 2. OSHA Recordable Injury/Illness Case Rates					
	2015*	2016	2017	2018	3-Year Total**
TRC # of Cases	0	1	2	0	1
DART # of Cases	0	1	2	0	1
Number of Hours Worked	109,627	97,343	100,152	100,910	307,880
TRC Rate	0.00	2.05	3.99	0.00	0.65
DART Case Rate	0.00	2.05	3.99	0.00	0.65
Number of Employees	53	54	61	62	
Rate is Number of Cases Per 200,000 Hours Worked					

*Contract was awarded to WHL on November 22, 2015. Statistics used for 2015 include the hours worked under previous contractor.

** Years 2015, 2016, and 2018 were used in the 3-Year total as allowed in the *DOE-VPP Procedures Manual*, alternate calculation for small companies.

C. CONTINUOUS IMPROVEMENT

1. Integrated Safety Management System (ISMS) Declaration

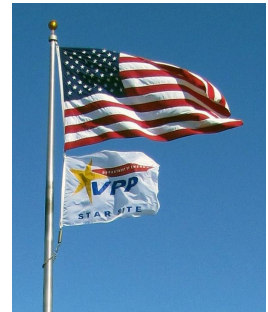
In November 2018, WHL submitted its FY 2018 ISMS Effectiveness Declaration to DOE-ORP (Reference letter WAI-2019-007, *Contract Number DE-EM0003722 – Fiscal Year 2018 Integrated Safety Management System Effectiveness Declaration*, dated November 15, 2018). The ISMS submittal included the final status of the FY 2018 Performance Objectives, Measures and Commitments (POMCs) (see Section D.1), as well as the proposed FY 2019 POMCs (see Section D.2). The POMCs for both years included VPP Safety Improvement Plan action items. DOE-ORP subsequently approved the FY 2019 POMCs (Reference letter 19-SHD-0002, *Approval of Fiscal Year 2019 Performance Objectives, Measures, and Commitments*, dated January 15, 2019).

WHL concluded that its ISMS, EMS, and QA Programs continue to be effectively implemented, based on:

- Annual review of ISMS, EMS, and QA
- ORP external assessments
- Other internal and external assessments and surveillances
- Other applicable data sources
- Continuous improvement initiatives

2. Voluntary Protection Program (VPP) / Zero Accident Council (ZAC)

Continuous Improvement is sought and implemented as prescribed in WHL-MP-1023, *Voluntary Protection Program (VPP)/Zero Accident Council (ZAC) Charter*. The VPP/ZAC is based on interactions with the workforce and with management. The combined VPP/ZAC Team monthly meetings focus on identification and resolution of health and safety issues and identification of opportunities for improving the program through the development of VPP/ZAC Awareness Campaigns. Campaigns for 2018 included continuation of the lunchtime Stretch & Flex program and a series of 4 word puzzles designed to promote elements of VPP. The Weekly Safety Start was continued and is used by the first line managers on the first day of the week during morning turnover meetings, to discuss various safety topics and components of VPP and ISMS.



The monthly VPP/ZAC meeting is also used to status the Safety Improvement Plan, assessing the actions in progress to determine their continued validity and determine if additional actions are needed. Injuries and illnesses are also discussed along with actions taken (or to be taken) and feedback is provided by employees regarding any additional actions that might be needed. Additionally, this meeting discusses the results of any industrial hygiene (IH) chemical sampling activities; as well as reviewing the status of safety issues and concerns documented on the Safety Issues Log for any new and completed items. A summary of these topics are documented in meeting minutes and disseminated to all WHL employees. Lastly, this monthly meeting is used to identify/recognize employees (in accordance with WHL-312-2.25, *Employee Recognition*

Program) who have actively participated in WHL's Health and Safety Programs, earning STARZ points that enable them to earn STARZ Certificates and gift cards as a reward for their contribution to WHL's Safety Culture. Individual or team Significant Part Of The Team (SPOTT) Awards are also given during this meeting to recognize employees who have demonstrated extra effort, exceptional team building and mentoring, production of quality and timely deliverables, and those who have lead process improvement initiatives. Quality Assurance Superior Achievement Reward (QASAR) awards are also given during this meeting to recognize employees who have demonstrated a commitment to quality.

3. Voluntary Protection Program (VPP) Review

WHL's overall VPP is evaluated in several ways throughout the year using several methods:

- VPP Self-Assessment: members of the VPP/ZAC conduct a VPP self-assessment each year. The company evaluates their program against the 5 tenets and 32 sub-elements, using the Hanford Site VPP Self-Assessment standardized process. Each sub-element is scored on a 1-10 scale, and then rolled-up to determine an overall grade for each element. The assessment is used to identify both noteworthy practices and opportunities for improvement. WHL conducted a VPP Self-Assessment during August and September 2018, and the results are discussed in more detail in Section F.1.
- Safety Culture Survey: A VPP survey was created and is taken during Hanford Employee General Training (HGET) each year by employees who have worked at WHL for over a year. This VPP Survey allows employees to rate the five tenets of VPP – Management Leadership; Employee Involvement; Worksite Analysis; Hazard Prevention and Control, and; Safety and Health Training. Results were taken into account during the VPP Self-Assessment, and are summarized in Section F.2.
- Safety Improvement Plan (SIP): The VPP/ZAC develops a SIP at the beginning of each year, and each improvement opportunity is tracked to completion through WHL's corrective action management system. Actions are developed using the results of the VPP and ISMS self-assessments and surveys. The 2018 SIP and status as well as the new 2019 SIP are included as part of the POMCs provided in Sections D.1 and D.2.
- During 2018, WHL underwent a DOE site visit and assessment of VPP at the 222-S laboratory. Results of the assessment were very positive and resulted in a recommendation of maintaining STAR Status. (Reference Letter from Mathew Moury, DOE to Sue Kon, Laboratory Manager, Dated December 20, 2018) The assessment resulted in a single opportunity for improvement, which was entered into the corrective action management system for tracking.



D. GOALS AND OBJECTIVES

1. FY 2018 Performance Objectives, Measures, and Commitments and Safety Improvement Plan

Goals and objectives were developed for FY 2018 as part of the initiative to improve ISMS, EMS, and QA programs and foster new initiatives for both management and employees to achieve the desired goal of zero injuries and illnesses in an effort to improve the safety culture continuously. To avoid duplication of effort, the 2018 Safety Improvement Plan goals are included as part the POMCs, and incorporate items resulting from the VPP Self-Assessment. These are denoted with a (SIP) designation under the ‘Measure’ column. Table 3 shows FY 2018 POMCs approved by DOE-ORP, as well as their completion status.

**Table 3. WHL FY 2018 Performance Objectives, Measures, and Commitments (POMCs)
(includes Safety Improvement Plan Actions)**

Performance Objective / Goal	Tracking Number	Measure	Commitment	Closure Evidence	Status
O1 - Reduce occupational injuries/illnesses	POMC-2018-001	Demonstrate a positive trend in reducing the 3 year rolling average TRC rate with a stretch goal of <1.1 cases per 200,000 man-hours worked.	Reduce or maintain Injury/Illness Total Recordable Case (TRC) rates at or below the EM goal.	Status: COMPLETE. The WHL TRC rate is 1.98, which is above both the EM and WHL goal of <1.1. At the end of FY2018 WHL's TRC case rate was 4.02 because of CAIRS Recordable case. This resulted in the Stretch Goal not being met. While the Stretch Goal was not met, the TRC case rate of 1.98 was less than the industry average of 4.2 (reference NAICS 562). WHL Injury/Illness Status Charts are updated monthly on the WHL ESH&Q Webpage.	Complete & Verified
	POMC-2018-002	Demonstrate a positive trend in reducing the 3 year rolling average DART case rate with a stretch goal of <0.6 cases per 200,000 man-hours worked.	Reduce or maintain Injury/Illness Days Away, Restricted, or Transferred (DART) case rates at or below the EM goal.	Status: COMPLETE. The WHL DART rate is 1.98, which is above both the EM and WHL goal of <1.1. At the end of FY2017 WHL's DART case rate was 4.02 because of CAIRS Recordable case. This resulted in the Stretch Goal not being met. While the Stretch Goal was not met, the TRC case rate of 1.98 was less than the industry average of 2.7 (reference NAICS 562). WHL Injury/Illness Status Charts are updated monthly on the WHL ESH&Q Webpage.	Complete & Verified

**Table 3. WHL FY 2018 Performance Objectives, Measures, and Commitments (POMCs)
(includes Safety Improvement Plan Actions)**

Performance Objective / Goal	Tracking Number	Measure	Commitment	Closure Evidence	Status
O2 - Improve ergonomics within the 222-S Laboratory and office areas to reduce the potential for Musculoskeletal Disorders	POMC-2018-003	Offer ergonomic workstation evaluations to all new employees. Complete at least 4 evaluations and implement recommendations or corrective actions, as reported by the Ergonomics Evaluator. (SIP)	Evaluate and improve ergonomics within the 222-S Laboratory and office areas. (SIP)	Status: COMPLETE. A total of 13 office ergonomic evaluations and 2 laboratory process ergonomic evaluations were completed during FY2018.	Complete & Verified
O3 - Continue promotion of worker led safety teams to identify & mitigate workplace hazards & carry out program improvements	POMC-2018-004	Complete 5 VPP Campaigns to emphasize the 5 tenets of VPP. (SIP)	Participate in DOE-HQ's VPP Program and prepare for the upcoming VPP Certification in September 2018. (SIP)	Status: COMPLETE. A total of five (5) VPP Campaigns were completed on recognizing the five tenets of VPP. Copies of the VPP Campaigns are attached to CAMPATS POMC-2018-004.	Complete & Verified
	POMC-2018-005	Schedule at least 2 WHL employees participation in each Monthly Safety Inspection. (SIP)	Support WRPS/222-S in the performance of the Monthly Safety Inspections. (SIP)	Status: COMPLETE. A schedule was developed which identified a minimum of two WHL employees to participate in the monthly 222-S Safety Inspection, in addition to the routine participation by the WHL ES&H Program Lead. WHL participated with WRPS in every monthly safety inspection conducted in FY2018.	Complete & Verified

**Table 3. WHL FY 2018 Performance Objectives, Measures, and Commitments (POMCs)
(includes Safety Improvement Plan Actions)**

Performance Objective / Goal	Tracking Number	Measure	Commitment	Closure Evidence	Status
	POMC-2018-006	Send employee(s) to the Region X and National VPPPA Conference for safety training, networking, and to benchmark safety best practices. (SIP)	Support employee involvement in the VPP program. (SIP)	Status: COMPLETED. This past year WHL sent Nicole Wangbickler, VPP Chair, and Teresa Sooter, VPP team member to the Region X Conference in Anchorage, AK, and sent Tricia Wood, WHL ESH&Q Director, Kristine Bowen, WHL ES&H Program Lead, and Bill Leonard, WHL ES&H Manager to the National VPPPA Safety+ Symposium in Nashville, Tn.	Complete & Verified
	POMC-2018-007	Ensure a representative from each organization is identified as a member of the VPP/Zero Accident Council and encourage all available employees to attend the monthly VPP/ZAC meetings. (SIP)	Promote participation in the VPP/ZAC Monthly meetings. (SIP)	Status: COMPLETED. VPP/ZAC membership roster was updated during the first FY2018 following the election of the ZAC vice-chair. Employees are notified on ZAC meetings through the weekly Safety Start (available on the ES&H Website), calendar notices, and at the morning turnover meetings. Documents are attached to CAMPATS CR-2018-0004-0007.	Complete & Verified
	POMC-2018-008	Provide time for employees to participate in planning and attend the Safety and Health Expo. (SIP)	Encourage participation in Safety and Health programs. (SIP)	Status: COMPLETED. The 2018 Safety Connect (aka Safety Expo) was held April 17 and 18 for employees to attend. WHL employees had a booth promoting science and safety in the lab. Copies of the employee attendance roster for the expo and the booth	Complete & Verified

**Table 3. WHL FY 2018 Performance Objectives, Measures, and Commitments (POMCs)
(includes Safety Improvement Plan Actions)**

Performance Objective / Goal	Tracking Number	Measure	Commitment	Closure Evidence	Status
				volunteer schedule are attached to CAMPATS POMC-2018-008.	
	POMC-2018-009	Management/leadership visit workers in the field (Lab) at least once per quarter. (SIP)	Improve trust and communication between management/leadership and employees. (SIP)	Status: COMPLETE. Three senior managers were scheduled to provide presence in the lab in order to improve trust and communication between management and employees. Completion dates for these visits were 1/17/18, 3/27/18, 4/4/18, 4/5/18, 5/29/18, 6/4/18, 8/1/18, and 8/8/18.	Complete & Verified
O4 - Improve training, staffing, and methods of communication to improve safety performance.	POMC-2018-010	Provide staffing sufficient to accomplish analytical operations, allow worker rotation, and complete training. (SIP)	Evaluate staffing levels to ensure sufficient resources are available to complete analytical work, allow for work assignment rotation, and training. (SIP)	Status: COMPLETE. Significant progress has been made for hiring staff to fill strategic/significant positions. Since the assumption of the contract, 15 additional staff members have been added and WHL has plans to add three more personnel.	Complete & Verified

**Table 3. WHL FY 2018 Performance Objectives, Measures, and Commitments (POMCs)
(includes Safety Improvement Plan Actions)**

Performance Objective / Goal	Tracking Number	Measure	Commitment	Closure Evidence	Status
	POMC-2018-011	Complete evaluation of the implementation of the Performance Appraisal Process for all exempt and non-bargaining unit staff.	Evaluate WHL-312-2.23, <i>Performance Appraisal Process</i> to determine what (if any) action will be taken to provide exempt and non-bargaining unit staff annual performance appraisals.	Status: In Process. WHL was in the process of updating the appraisal process when Veolia acquired the company. We are currently working with Veolia in the development of that procedure and program. The Appraisal Process development will be considered as a POMC for FY2019.	In-Process
	POMC-2018-012	Develop and present briefing material on basic hazard recognition as it relates to safety and health inspections. (SIP)	Provide information to employees participating in monthly safety and health inspections on basic hazard recognition. (SIP)	Status: COMPLETE. Two Safety Starts were prepared related to performing Safety Inspections. These were developed in 2017, and copies were provided to employees that were scheduled to participate in monthly Safety and Health Inspections. A more formal presentation was prepared in July 2018 that is shared with employees as they participated in inspections.	Complete & Verified
	POMC-2018-013	Reallocate or acquire resources to facilitate WHL's Training Program. (SIP)	Ensure adequate resources are provided to facilitate WHL's Training Program, including Training Scheduling and Records Management. (SIP)	Status: COMPLETE. WHL conducted an evaluation of the training department resource needs and hired two Operations Support Specialists, and an Operations Support/Training Lead to support training requirements and records management functions.	Complete & Verified

**Table 3. WHL FY 2018 Performance Objectives, Measures, and Commitments (POMCs)
(includes Safety Improvement Plan Actions)**

Performance Objective / Goal	Tracking Number	Measure	Commitment	Closure Evidence	Status
	POMC-2018-014	Modify Training Activity Sheet(s) for one-time safety and health training identified as needing refresher training. (SIP)	Evaluate the need for refresher training for one-time safety and health training courses (e.g. LWHA, Chemical Hygiene Plan, HPI). (SIP)	Status: COMPLETE. A review of the Safety and Health training frequency was completed on August 8, 2018. Based on the review, changes were recommended to two courses, 172275 - <i>Worksite Hazard Analysis</i> - change to three (3) year refresher, and ATL001- <i>Human Performance - A Strategic Approach</i> - change to a five (5) year refresher. The training Activity Sheet (TAS) for each of these courses was marked up and submitted to the WHL Training organization for processing. Documents are attached to CAMPATS - CR-2018-0004-016.	Complete & Verified
	POMC-2018-015	Complete evaluation of the feasibility of offering First Aid/AED training to all employees on a voluntary basis. (SIP)	Evaluate the feasibility of offering First Aid/AED training to all employees on a voluntary basis. (SIP)	Status: COMPLETE. WHL currently has seven (7) qualified in First Aid/AED training. In addition to WHL's qualified personnel, WRPS has several personnel in all disciplines qualified and resident Health Physics Technicians (HPTs) are fully qualified in First Aid/AED training to adequately respond to all personnel working at the 222-S Laboratory.	Complete & Verified

**Table 3. WHL FY 2018 Performance Objectives, Measures, and Commitments (POMCs)
(includes Safety Improvement Plan Actions)**

Performance Objective / Goal	Tracking Number	Measure	Commitment	Closure Evidence	Status
O5 - Ensure compliance with Worker Safety and Health Programs	POMC-2018-016	Complete WSHP Assessment Reports and include a listing of any findings and/or observations.	Complete at least 2 assessments of the elements of the WSHP.	Status: COMPLETE. PA-WH-18-002, a program assessment was completed on May 7, 2018, against 10 CFR 851.26, <i>Recordkeeping and Reporting</i> . PA-WH-18-004, a program assessment was completed on July 4, 2018, against 29 CFR 1910.106, <i>Flammable Liquids</i> . Documents are attached to CAMPATS CR-2018-0004-018.	Complete & Verified
O6 - Improve leadership capabilities for senior management, first line managers, and select high potential employees.	POMC-2018-017	Complete Leadership training for senior management, first line managers, and select high potential employees.	Conduct Leadership training for senior management, first line managers, and select high potential employees.	Status: COMPLETED. Between September 2017 to the present, the following leadership opportunities have occurred: Department of Energy NS Training, WSU-TU Aspire Leadership Training, Women in Business conference, and TLP-200, Safety Culture for DOE & DOE Contractors Leaders. Documents are attached in CAMPATS CR-2018-0004-019.	Complete & Verified
O7 - Maintain an ISO 14001 compliant Environmental Management System (EMS)	POMC-2018-018	Complete EMS Assessment Reports and including a listing of any findings and/or observations.	Complete assessments of the elements of the EMS (Management Review, EMS Policy, EMS Planning, EMS Checking).	Status: COMPLETE. A variety of EMS assessments and reviews were conducted in FY2018. The following is a list: Annual EMS Management Review - completed May 30, 2018, NSA-18-0173-17, <i>EMS Planning</i> - completed January 3, 2018, NSA-18-0174-17, <i>EMS Checking</i> - completed	Complete & Verified

**Table 3. WHL FY 2018 Performance Objectives, Measures, and Commitments (POMCs)
(includes Safety Improvement Plan Actions)**

Performance Objective / Goal	Tracking Number	Measure	Commitment	Closure Evidence	Status
				June 4, 2018, and PA-OT-18-006, <i>EMS Policy</i> - completed September 24, 2018. Documents are attached in CAMPATS CR-2018-0004-020.	
O8 - Continue improvements to Quality Assurance Programs	POMC-2018-019	Issuance of FY 2018 assessment schedule and metrics to monitor performance with >80% of scheduled assessments completed in FY 2018.	Develop the FY2018 assessment schedule and monitor the performance of scheduled assessments.	Status: COMPLETE. FY2018 Assessments are complete. Personnel completed 107 of the 114 scheduled assessments, resulting in a 95% completion rate. Assessments that were not completed will be included on the FY2019 Assessment Schedule.	Complete & Verified
	POMC-2018-020	Maintain the number of reissued analytical reports to < 20 in FY 2018.	Maintain analytical report reissue metrics.	Status: COMPLETE. The number of revised reports for FY2018 was evaluated for the PEMP FY2018 using ARRACFTS. During the evaluation period, 18 reports were identified as needing to be reissued; all of which have been reissued. Of the 18 reissued reports: 14 were reissued due to minor corrections such as typos, corrections to the header and footer, flags corrected or added, corrected dates, etc. Two (2) were reissued due to an instrument outage (outside the control of the lab) and two (2) were reissued due to errors on the chain of custody by the customer. Upon	Complete & Verified

**Table 3. WHL FY 2018 Performance Objectives, Measures, and Commitments (POMCs)
(includes Safety Improvement Plan Actions)**

Performance Objective / Goal	Tracking Number	Measure	Commitment	Closure Evidence	Status
				further review, none of the reissued reports were of a serious nature in regard to quality or data integrity. All reports were reissued expediently and accepted by the customer. As a result, the number of analytical reports reissued in FY2018 was <20.	
	POMC-2018-021	Complete Management Review and issuance of the Assessment Report as required by ISO 17025.	Ensure the continuing suitability & effectiveness of laboratory goals, policies, practices, staff, operations, & processes in accordance with ISO 17025.	Status: COMPLETE. Management Review MA-MU-17-001, was completed on March 12, 2018. Document is attached to CAMPATS CR-2018-0004-023.	Complete & Verified
	POMC-2018-022	Results of the evaluation of the QAPP and issuance of the revised WHL-MP-1011, if required.	Evaluate the WHL QAPP and make changes as appropriate.	Status: COMPLETE. The QAPP was thoroughly reviewed as part of the new hire required reading list, and during the NQA-1 Internal Audit (IA-18-001). As a result, it was determined that a revision to the QAPP (WHL-MP-1011) is not necessary at this time.	Complete & Verified
	POMC-2018-023	Results of the evaluation of the IHQAPP and issuance of the revised WHL-MP-1029, if required.	Evaluate the WHL IHQAPP and make changes as appropriate.	Status: COMPLETE. WHL-MP-1029, <i>Industrial Hygiene Quality Assurance Project Plan for 222-S Laboratory</i> , was evaluated for flow down of ISO 17025 standards. Discrepancies were identified; the policy was	Complete & Verified

**Table 3. WHL FY 2018 Performance Objectives, Measures, and Commitments (POMCs)
(includes Safety Improvement Plan Actions)**

Performance Objective / Goal	Tracking Number	Measure	Commitment	Closure Evidence	Status
				revised and reissued on October 17, 2017.	
	POMC-2018-024	Corrective Action Delinquency Rate ≤ 10% at the end of FY 2018.	Maintain or reduce the overdue corrective action rate to ≤ 10%.	Status: COMPLETE. The overdue corrective action rate was at 6.8% (118 open corrective actions, 8 overdue) by close of business on September 27, 2018 (the last business day of FY2018. Lists of actions are attached to CAMPATS CR-2018--0004-026.	Complete & Verified
O9 - Continue Conduct of Operations Program improvements to enhance excellence in safety and human performance	POMC-2018-025	Complete at least 2 Conduct of Operations Assessments.	Evaluate compliance with Conduct of Operations requirements.	Status: COMPLETE. PA-OT-18-003, <i>ConOps Organization and Administration</i> was completed on August 14, 2018, and SR-ES-18-020, <i>Operator Aid Annual Review</i> , was completed on October 4, 2018, Documents are attached to CAMPATS CR-2018-0004-027.	Complete & Verified
	POMC-2018-026	Complete HPI training for all newly hired employees.	Conduct Human Performance Improvement Training for new employees.	Status: COMPLETE. HPI training was provided to all new WHL employees, facilitated by the ES&H Manager, on June 14, 2018. Course completion roster is attached to CAMPATS CR-2018-0004-028.	Complete & Verified

**Table 3. WHL FY 2018 Performance Objectives, Measures, and Commitments (POMCs)
(includes Safety Improvement Plan Actions)**

Performance Objective / Goal	Tracking Number	Measure	Commitment	Closure Evidence	Status
	POMC-2018-027	Each Analytical Team will conduct one Operational Drill per quarter (starting in FY 2018, 2nd quarter). (SIP)	Improve employee proficiency in responding to laboratory upset conditions. (SIP)	<p>Status: COMPLETE. Organic/IH teams completed Operational tabletop drills with staff on July 10, 2018. Repeated the drill three times in small groups to cover all staff members for greater participation. WHL-ODT-071018-1, WHL-ODT-071018-2, WHL-ODT-071018-3 are attached to CAMPATS CR-2018-0004-029.</p> <p>Hot Cells and Standards teams completed Operation drills, WHL-ODL-053018 and WHL-ODL-041718 are attached to CAMPATS CR-2018-0004-030, and WHL-ODL-051618 is attached to CAMPATS ACT-2018-0004-0121.</p> <p>Inorganic/Radiochemistry teams completed WHL-ODT-061818 and WHL-ODT-061918, drill reports are attached to CAMPATS CR-2018-0004-0031, and WHL-ODT-080918 is attached to CAMPATS ACT-2018-0144.</p>	Complete & Verified
	POMC-2018-028	Each Analytical Team will conduct 2 procedure compliance assessments.	Improve compliance with procedures.	<p>Status: COMPLETE. Organic/IH teams completed MT-OR-18-003 Method Assessment LA-523-115, Rev 4-2, <i>Semimicro-Continuous Liquid-Liquid Extraction</i>, and MT-OR-18-004, Method</p>	Complete & Verified

**Table 3. WHL FY 2018 Performance Objectives, Measures, and Commitments (POMCs)
(includes Safety Improvement Plan Actions)**

Performance Objective / Goal	Tracking Number	Measure	Commitment	Closure Evidence	Status
				<p>Assessment LA-523-167, Rev 1-3, <i>Organic Sample Concentration</i>. Documents are attached to CAMPATS CR-2018-0004-032.</p> <p>Hot Cells and Standards teams completed MT-HC-18-005 Method Assessment ATS-LO-090-103, <i>Sample and Carrier Labeling</i>, and MT-HC-18-006 Method Assessment ATS-LO-090-101, <i>Laboratory Sample Receiving and Custodianship</i>. Documents are attached to CAMPATS CR-2018-0004-033.</p> <p>Inorganic/Radiochemistry teams completed MT-RC-18-001 Method Assessment LA-542-104, <i>Co-Precipitation of Transuranics for Alpha Energy Analysis (AEA) Counting</i>, and MT-IO-18-002 Method Assessment LA-342-100, <i>Determination of Carbon by Hot Persulfate Oxidation and Coulometric Detection</i>. Documents are attached to CAMPATS CR-2018-0004-034.</p>	Complete & Verified
	POMC-2018-029	Each Analytical Team will conduct 2 Fume Hood Use Checklists.	Improve Radiological Work Practices in Fume Hoods.	<p>Status: COMPLETE.</p> <p>Organic/IH teams completed FH-OR-18-002, Fume Hood Use Assessment Room 1J Hood 2, and FH-OR-18-002, Fume Hood Use</p>	

Table 3. WHL FY 2018 Performance Objectives, Measures, and Commitments (POMCs)
(includes Safety Improvement Plan Actions)

Performance Objective / Goal	Tracking Number	Measure	Commitment	Closure Evidence	Status
				<p>Assessment Room 4H Hood 10. Documents are attached to CAMPATS CR-2018-0004-035.</p> <p>Hot Cells and Standards teams completed FH-HC-18-072, Fume Hood Use Assessment Room 2H, and FH-HC-18-007, Fume Hood Use Assessment Room 4H. Documents are attached to CAMPATS CR-2018-0004-036.</p> <p>Inorganic/Radiochemistry teams completed FH-IO-18-001 Fume Hood Use Assessment Room 2B2 Hood 2, FH-IO-18-004, fume Hood Use Assessment Room 1L Hoods 1 & 3, and FH-IO-18-00? Room 4A Hoods 7 & 9. Documents are attached to CAMPATS CR-2018-0004-037.</p>	

2. FY 2019 Performance Objectives, Measures, and Commitments and Safety Improvement Plan

Goals and objectives were developed for FY 2019 as part of the initiative to improve ISMS, EMS, and QA programs and to foster new initiatives for both management and employees. These goals and objectives were designed to achieve the desired goal of zero injuries and illnesses in an effort to continuously improve the Safety Culture. To avoid duplication of effort, the 2019 Safety Improvement Plan goals are incorporated as part the POMCs. These are denoted with a (SIP) designation under the 'Measure' column.

Table 4 shows FY 2019 POMCs that were approved by DOE-ORP.

Table 4. WHL FY 2019 Performance Objectives, Measures, and Commitments (POMCs)
(Includes Safety Improvement Plan Actions)

Performance Objective / Goal	Tracking Number	Measure	Commitment	Closure Evidence	Status
O1 - Reduce occupational injuries/illnesses	POMC-2019-001	Demonstrate a positive trend in reducing the 3 year rolling average TRC rate with a stretch goal of <1.1 cases per 200,000 man-hours worked.	Reduce or maintain Injury/Illness Total Recordable Case (TRC) rates at or below the EM goal.	FY 2019 year-end performance indicator comparing performance to the commitment.	Retained
	POMC-2019-002	Demonstrate a positive trend in reducing the 3 year rolling average DART case rate with a stretch goal of <0.6 cases per 200,000 man-hours worked.	Reduce or maintain Injury/Illness Days Away, Restricted, or Transferred (DART) case rates at or below the EM goal.	FY 2019 year-end performance indicator comparing performance to the commitment.	Retained
	POMC-2019-003	Implement a weekly safety communications to cover potential hazards in the workplace/ home and other safety and health topical areas.	Keep focus on Occupational Safety and all other Health & Safety Topics to promote a healthy, safe, and productive workplace.	Provide a list of the WHL Safety Starts distributed for each quarter to include topic titles.	New

Table 4. WHL FY 2019 Performance Objectives, Measures, and Commitments (POMCs)
(Includes Safety Improvement Plan Actions)

Performance Objective / Goal	Tracking Number	Measure	Commitment	Closure Evidence	Status
O2 - Improve ergonomics within the 222-S Laboratory and office areas to reduce the potential for Musculoskeletal Disorders	POMC-2019-004	Offer ergonomic work station evaluations to all new employees. Complete at least 6 evaluations and implement recommendations or corrective actions during FY2019, as reported by the Ergonomics Evaluator. (SIP)	Evaluate and improve ergonomics within the 222-S Laboratory and office areas. (SIP)	Closure statement describing the actions taken and date of completion (copies of the ergo evaluations are sensitive and available from the ES&H Program Lead).	Retained
O3 - Continue promotion of worker led safety teams to identify & mitigate workplace hazards & carry out program improvements	POMC-2019-005	Complete 4 VPP Campaigns to emphasize the 5 tenets of VPP. (SIP)	Participate in DOE-HQ's VPP Program and support direct employee involvement in Safety and VPP. (SIP)	Copies of the VPP Campaigns.	Retained
	POMC-2019-006	Schedule at least 2 WHL employees participation in each Monthly Safety Inspection. (SIP)	Support WRPS/222-S in the performance of the Monthly Safety Inspections. (SIP)	Copy of the CY 2019 WHL Monthly Safety Inspection Participation Schedule.	Retained
	POMC-2019-007	Send employee(s) to the Region X and National VPPPA Conference for safety training, networking, and to benchmark safety best practices. (SIP)	Support employee involvement in the VPP program. (SIP)	Closure statement indication employees attended the Region X and National VPPPA conferences.	Retained

Table 4. WHL FY 2019 Performance Objectives, Measures, and Commitments (POMCs)
(Includes Safety Improvement Plan Actions)

Performance Objective / Goal	Tracking Number	Measure	Commitment	Closure Evidence	Status
	POMC-2019-008	Provide time for employees to participate in planning and attend the Safety and Health Expo. (SIP)	Encourage participation in Safety and Health programs. (SIP)	Roster showing members of the Safety and Health Expo planning committee and roster showing employee attendance at the Expo.	Retained
	POMC-2019-009	Promote ZAC membership and activities throughout the year by providing one safety communication per month. (SIP)	Improve employee awareness of safety communication methods. (SIP)	Closure Statement of communication method used which may include email, bulletin boards, or other methods.	New
	POMC-2019-0010	Senior Management/leadership visit workers in the field (Lab) at least once per quarter. (SIP)	Improve trust and communication between management/leadership and employees. (SIP)	A copy of the schedule showing management/leadership scheduled to visit the Lab.	Retained
O4 - Improve training, staffing, and methods of communication to improve safety performance.	POMC-2019-011	Complete evaluation of the implementation of the Performance Appraisal Process for all exempt and non-bargaining unit staff.	Evaluate WHL-312-2.23, <i>Performance Appraisal Process</i> to determine what (if any) action will be taken to provide exempt and non-bargaining unit staff annual performance appraisals.	Closure statement describing the results of the evaluation and actions taken or planned to change or implement the performance appraisal process.	Retained
	POMC-2019-012	Determine which employees would like to receive quarterly dose information and provide it directly to them. (SIP)	Improve communication and hazard recognition by providing quarterly dose information to employees (SIP)	Closure statement of how quarterly dose information was communicated.	New

Table 4. WHL FY 2019 Performance Objectives, Measures, and Commitments (POMCs)
(Includes Safety Improvement Plan Actions)

Performance Objective / Goal	Tracking Number	Measure	Commitment	Closure Evidence	Status
	POMC-2019-013	Send at least 10% of employees, who volunteer, to attend a Safety Culture (Safety related) class provided at HAMMER Training Center/ or other acceptable venue.	Improve the Safety Culture by promoting the opportunity to participate in Safety related training.	Closure statement describing the number of personnel that volunteered and the date completed. Attach ZAC meeting minutes that include the feedback provided by attending personnel that is shared at a VPP/ZAC meeting.	New
	POMC-2019-014	Complete evaluation of the feasibility of offering First Aid/AED training to employees who have an interest in obtaining First Aid/AED training. (SIP)	Evaluate the feasibility of offering First Aid/AED training to employees who have an interest in obtaining First Aid/AED training. (SIP)	Closure statement describing actions taken to identify interested employees desiring First Aid/AED training and how many (if any) will receive First Aid/AED training and provide a justification for the final outcome.	Retained
O5 - Ensure compliance with Worker Safety and Health Programs	POMC-2019-015	Complete WSHP Assessment Reports and include a listing of any findings and/or observations.	Complete at least 2 assessments of the elements of the WSHP.	Closure statement describing the Elements of the WSHP assessed, date of completion, and the assessment report numbers.	Retained
O6 - Improve leadership capabilities for senior management, first line managers, and select high	POMC-2019-016	Complete Leadership training for senior management, first line managers, and select high potential employees.	Conduct Leadership training for senior management, first line managers, and select high potential employees.	Closure statement describing the Leadership training conducted, date performed, and roster showing personnel who attended the training.	Retained

Table 4. WHL FY 2019 Performance Objectives, Measures, and Commitments (POMCs)
(Includes Safety Improvement Plan Actions)

Performance Objective / Goal	Tracking Number	Measure	Commitment	Closure Evidence	Status
potential employees.					
O7 - Maintain an ISO 14001 compliant Environmental Management System (EMS)	POMC-2019-017	Complete EMS Assessment Reports and including a listing of any findings and/or observations.	Complete assessments of the elements of the EMS.	Closure statement describing the Elements of the EMS assessed, date of completion, and the assessment report numbers.	Retained
O8 - Continue improvements to Quality Assurance Programs	POMC-2019-018	Issuance of FY 2019 assessment schedule and metrics to monitor performance with >85% of required assessments completed in FY 2019.	Develop the FY2019 assessment schedule and monitor the performance of required assessments.	Closure statement describing the results of the FY 2019 assessment schedule performance, including the % of completed assessments.	Retained
	POMC-2019-019	Maintain the number of reissued analytical reports to < 20 in FY 2019 that are due to WHL error.	Maintain analytical report reissue metrics.	Closure statement describing the results of the FY 2019 reissued analytical report performance.	Retained
	POMC-2019-020	Complete Management Review/Management Assessment for FY2019.	Ensure the continuing suitability & effectiveness of laboratory goals, policies, practices, staff, operations, & processes in accordance with relevant standards and requirements.	Closure statement describing the completion of the Management Review, date completed, and the assessment report number.	Retained

**Table 4. WHL FY 2019 Performance Objectives, Measures, and Commitments (POMCs)
(Includes Safety Improvement Plan Actions)**

Performance Objective / Goal	Tracking Number	Measure	Commitment	Closure Evidence	Status
	POMC-2019-021	Results of the evaluation of the QAPD and issuance of the revised WHL-MP-1002, if required.	Evaluate the WHL QAPD and make changes as appropriate.	Closure statement describing the results of the evaluation of the QAPD and a copy of the revised WHL-MP-1002, if changes were required.	New
	POMC-2019-022	Results of the evaluation of the IHQAPP and issuance of the revised WHL-MP-1029, if required.	Evaluate the WHL IHQAPP and make changes as appropriate.	Closure statement describing the results of the evaluation of the IHQAPP and a copy of the revised WHL-MP-1029, if changes were required.	Retained
	POMC-2019-023	Corrective Action Delinquency Rate \leq 10% at the end of FY 2019.	Maintain or reduce the overdue corrective action rate to \leq 10%.	Closure statement describing the end of FY 2019 corrective action delinquency rate and a copy of the metrics for FY 2019.	Retained
O9 - Continue Conduct of Operations Program improvements to enhance excellence in safety and human performance	POMC-2019-024	Complete at least 2 Conduct of Operations Assessments.	Evaluate compliance with Conduct of Operations requirements.	Copies of the Conduct of Operations Assessment Reports.	Retained
	POMC-2019-025	All newly hired employees should attend HPI training. WRPS has an HPI training interactive HPI Lab that would provide efficient and effective HPI training for WHL new hires.	Evaluate the possibility for WHL new hires to attend the HPI training provided by WRPS.	Closure statement describing an analysis to indicate what the cost/benefit would be for utilizing the WRPS HPI training resources and include the potential for WHL new hire employees to attend.	New

**Table 4. WHL FY 2019 Performance Objectives, Measures, and Commitments (POMCs)
(Includes Safety Improvement Plan Actions)**

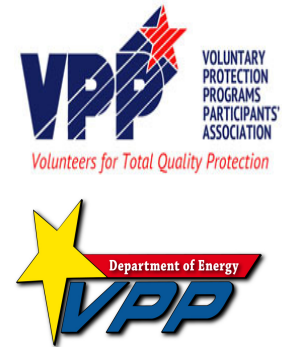
Performance Objective / Goal	Tracking Number	Measure	Commitment	Closure Evidence	Status
	POMC-2019-026	Each Analytical Team will conduct two Operational Drill for FY2019. (SIP)	Improve employee proficiency in responding to laboratory upset conditions. (SIP)	Copy of the Operational Drill Report.	Retained
	POMC-2019-027	Each Analytical Team will conduct 2 procedure compliance assessments for FY2019.	Improve compliance with procedures.	Copy of the Procedure Compliance Assessment Report.	Retained
	POMC-2019-028	Each Analytical Team will conduct 2 Fume Hood Use Checklists for FY2019.	Improve Radiological Work Practices in Fume Hoods.	Copy of the completed Fume Hood Use Checklist.	Retained

E. MENTORING AND OUTREACH

1. Mentoring

- VPPPA Region X and National VPPPA Conference

Employees attended the VPPPA Region X Conference in Anchorage, Alaska and the 34th Annual National VPPPA Safety and Health Conference in Nashville, Tennessee in 2018. This afforded employees the opportunity to share ideas and obtain mentoring on a variety of topics associated with ISMS and VPP, as well as attend the DOE VPP Workshop.



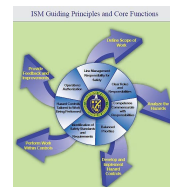
- Hanford Site VPP Champions Committee



The WHL VPP Coordinator attends the monthly Hanford Site VPP Champions Committee meetings. Involvement in the Hanford Site VPP Champions Committee has enabled WHL to partner with the other Prime Contractors to glean VPP lessons learned, share VPP awareness campaign ideas, and learn ways to improve the VPP Self-Assessment.

- Hanford Site ISMS/Safety Culture Joint Committee

WHL participated in benchmarking activities with other Hanford Contractors as part of the Hanford Site ISMS/Safety Culture Joint Committee. Involvement included participation as a team member in an ISMS assessment of WRPS.



2. Community Outreach

WHL employees live, work, and raise their families in the communities where the company does business. WHL considers it the company's responsibility to devote resources to improving the quality of life in these communities. Employees sponsor many activities throughout the year, at the same time volunteering hours and personal resources in support of a variety of community service activities throughout the Benton and Franklin Counties. Some of these activities include the following:

- 2018 Safety Connect

Employees participated in the 2018 Safety Connect (formerly the Health and Safety Expo) where ~20,000 attendees interfaced with Hanford Site employees and vendors at the Trade Recreation and Agriculture Center (TRAC) Facility in Pasco, Washington. This community outreach is filled with workplace and home safety information, daily vehicle crash demonstrations, along with a variety of new and innovative products from the vendors; it provides educational information and fun for the whole family.



The WHL booth featured demonstrations, hands on science, and a selfie station. WHL employees entertained many with liquid nitrogen as they froze roses, spun ping pong balls, created ice balloons, and pounded nails with bananas.

WHL also had an interactive display where kids could try their hand at separating ink using paper chromatography, and inspect parts of a gas chromatograph. The selfie station emphasized the importance of personal protective equipment in the lab, where players could dress up like a Safe Scientist. The WHL booth even won an award for “Best Health Message”!!



This community outreach was a great way to connect with other Hanford employees and the community at large, sharing the importance of our mission, safety, science, and WHL’s role at the 222-S Hanford Laboratory.

- 2018 Connect Tri-Cities

WHL also participated in the 2018 Connect Tri-Cities. The Connect Tri-Cities goal is to collaborate with community and nation-wide stakeholders to support an effective transfer of knowledge and recruit job seekers in collaboration with science, technology, engineering, and mathematics (STEM), trade/craft and apprenticeship organizations. The objectives are to best position our eligible workforce for retirement and attract the next generation workforce to join our community and execute Hanford’s cleanup mission. WHL chemists provided technical assistance during scientific stage demonstrations, including liquid nitrogen, hydrogen filled balloons, and a vortex cannon. WHL also had an interactive booth featuring liquid chromatography demonstrations.

- American Red Cross

This past year employees at the 222-S Laboratory enthusiastically facilitated and participated in one successful blood drive, collecting 23 pints of blood.



- STEM Like Me

Chemists and training personnel went to local schools to encourage interest and excitement in science and chemistry with hands on demonstrations.

- United Way Golf Tournament – June 2018

WHL sponsored and several WHL employees participated in a local United Way golf tournament to raise money for charity.

- See3Slam - 3 on 3 Basketball Tournament – July 2018

WHL was a major sponsor and provided volunteers for the local See3Slam basketball tournament to raise money for the Tri-City Rotary Club, which distributes funds to local charities. Ten WHL employees volunteered at total of 78 hours at the event. This event raises funds for “Gifting the Gift of Sight,” a program run by a local ophthalmologist who performs cataract surgeries in Ethiopia, Africa.



- Tri-Cities Cancer Center Fundraiser

WHL sponsored a table at the local Tri-Cities Cancer Center event.

- Christmas Family Fundraiser

Employees at 222S lab, from both WHL and WRPS, joined together to raise \$5500 for local families. Employees put on a Thanksgiving feed and donated items for a gift basket auction. Christmas gifts were purchased for 70 residents of local Life Care Centers and 15 foster children. Money was also donated to an employee that suffered a house fire, and to the family of a local man that died on his way to work on the Hanford site.

F. OVERALL ASSESSMENT RESULTS

1. 2018 VPP Self-Assessment

In August and September of 2018, WHL conducted a self-assessment of the organizations' VPP using the Hanford Site VPP self-assessment standardized process. The assessment is documented in *CY 2018 Voluntary Protection Program Annual Self-Assessment* (WA-ES-18-001). The evaluation team was comprised of eight members including bargaining unit and exempt staff. The experienced assessment team members provided mentoring to the rest of the team on basic assessment techniques and the standardized VPP assessment protocol.

Documents were reviewed and 30 employees (50%) were interviewed during the assessment process. Reviews were summarized and evaluated by the VPP Assessment Team. Results from the VPP HGET Safety Culture Survey from August 2017 through July 2018 were also taken into account during the evaluation. Each sub-element was scored, and an average for each VPP tenet was determined. The following score scale was used: Poor 0-1, Fair 2-4, Good 5-7, and Excellent 8-10. All tenets scored in the Good or Excellent category (Table 5). Improvements were seen in the areas of Employee Involvement and Safety and Health Training. Scoring for each sub-element is shown in Table 6. There were no findings, 8 noteworthy practices (Table 7), and 16 opportunities for improvement (Table 8) identified. Results were used during the development of the 2019 Safety Improvement Plan.

Table 5. 2018 VPP Tenet Assessment Score Summary				
Tenet	Rating	2016	2017	2018
Management Leadership	Good	7.3	8.3	7.7
Employee Involvement	Excellent	7.7	7.7	9.3
Worksite Analysis	Good	8.5	8.5	7.9
Hazard Prevention & Control	Excellent	8.9	8.3	8.1
Safety and Health Training	Good	5.0	6.3	7.0

Overall, the self-assessment results indicate that WHL has maintained a strong Safety Culture. The employees that were interviewed provided candid responses to the questions and the self-assessment team provided consistent grading based on an evaluation of those responses and documentation review. All five VPP tenets scored a Good or Excellent rating, with improvements over the previous year in the areas of both Employee Involvement and Safety and Health Training. There remains room for improvement in each tenet primarily in the areas of communication and training. This assessment confirmed WHL has the compliant processes needed to maintain DOE-VPP Star status.

Table 6. 2018 VPP Self-Assessment Scoring by Sub-Element		
Management Leadership		Score
1	Policy/commitment	6.8
2	Goals and objectives	8.3
3	Planning	9
4	Written safety and health program	9
5	Adequacy	8
6	Responsibilities assigned and communicated	7.6
7	Responsible personnel have authority	6.8
8	Line accountability	6.3
9	Visible management involvement	5.4
10	Site orientation and accountability	9
11	Subcontractor employee coverage	NA
12	Safety and health program evaluation	9
	Tenet Average	7.7
Employee Involvement		
13	Employees involved with safety decisions	9.5
14	Employees participate in safety activities	9.0
15	Employees identify and resolve issues	9.5
	Tenet Average	9.3
Worksite Analysis		
16	Health and safety surveys	8
17	Potential hazards identified for new systems, equipment, and processes	9
18	Safety inspections process	7.5
19	System for reporting hazards without fear of reprisal	8
20	Accident investigation system	6
21	Trend analysis to identify problems	9
	Tenet Average	7.9
Hazard Prevention and Control		
22	Certified safety and industrial hygiene professionals	9
23	Appropriate level of hazard control	9
24	Administrative controls	8
25	Programs for reward and discipline	7
26	Ongoing monitoring and preventative/predictive maintenance	NA

Table 6. 2018 VPP Self-Assessment Scoring by Sub-Element

27	System for initiating and tracking hazards	6
28	Emergency response program	9
29	Occupational medical program	9
	Tenet Average	8.1
Safety and Health Training		
30	Managers understand their S&H responsibilities	8
31	Supervisors understand their S&H responsibilities	7
32	Employees are aware of hazards	6
	Tenet Average	7.0

Table 7. Noteworthy Practices Identified in 2018 VPP Self-Assessment

1	Employees emphasized they felt safety issues are well communicated during morning meetings, the Safety Start and Lessons Learned.
2	Of the employees interviewed about 'Employee Involvement', nothing negative was brought up by the interviewees. The only recommendations that were to enhance the safety program, and not "program areas" that need to be improved upon. They are a reflection of the amount of involvement and ownership that the WHL employees have regarding safety and health. The application of the employee involvement sub-elements is considered very strong.
3	Employees were asked, "If you could change anything regarding employee involvement in the safety program, what would you change?" Other than time constraints due to work activities, everybody said that they would not change anything and one person stated that making changes may have negative effects.
4	Employees were aware that they could report safety issues to the health and safety professional and HAMTC safety representatives.
5	The creation of a portable work surface for sample carts in 222-SH is an excellent example of both hazard analysis and employee involvement. An employee reported that the carts are often used as extra work space in 222-SH when receiving samples. The edges are hard for resting your arms and the surface is too low for tall people trying to sort samples. The employee was directly involved in development of a portable work surface, that can be easily placed on and off the cart when needed. It has been well received by the sample custodian and customers delivering samples.
6	Personnel understanding of the importance of procedure compliance is exemplary.
7	Response to actual emergencies is very good. Two WHL employees were recognized with SPOTT awards for their role in reporting/reacting to an equipment fire in July.

8	Overall, employees reported there has been a steady improvement in the training process since dedicated personnel were hired to facilitate it.
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Table 8. Opportunities for Improvement from 2018 VPP Self-Assessment

1	WHL should evaluate staffing levels to ensure sufficient resources are available to complete work, allow for work assignment rotation, and training.
2	WHL should consider increasing upper management presence in the field.
3	WHL should consider reviewing how investigations and discipline are handled and communicated to ensure transparency and fairness, regardless of which employee is involved.
4	WHL should consider sending an email reminder on the day of a VPP/ZAC meeting to remind everyone that we are having one. This also encourages that everyone is welcome to come.
5	WHL should consider announcing the reason for receipt of an award (STARZ, SPOTT, QASAR), not just that the employee received one.
6	WHL should consider celebrating the positive things that happen more often, such as team awards and issues identified and corrected before an accident happened.
7	WHL should consider clarifying who is on the ZAC team for each group, and allow time in the morning group meeting for the representative to report on what happened at the VPP/ZAC meeting.
8	WHL should consider providing training on leadership and communication skills to ZAC team members.
9	WHL should consider evaluating the Employee Recognition process to improve the timeliness of when they are awarded.
10	WHL should consider emphasizing the importance of specific recognition of personnel when announcing positive safety actions or improvements.
11	WHL should consider providing employees with their quarterly dose information without them having to ask for it.
12	WHL should consider periodically having chemists perform room owner checks on each other's rooms.
13	WHL should consider addressing the disciplinary system with all employees in an interactive forum such as an all employee meeting.
14	WHL should consider emphasizing the importance of timely responses for actions assigned in CAMPATS.
15	WHL should consider providing reminders to employees on how to access their training plan and how to find information on scheduled training.

16	WHL should consider ways to get new hires into the lab environment more quickly. Desk/procedures training should be coupled with observation in the field to aid in the learning process.
17	WHL should consider dividing training into smaller modules to help with retention of information.
18	WHL should consider offering First Aid/CPR/AED training to members of the ZAC on a voluntary basis.

2. Analysis of HGET Voluntary Protection Program Safety Culture Survey Data

A VPP survey was created and is taken during Hanford Employee General Training (HGET) each year by employees who have worked at WHL and on the Hanford Site for over a year.

The VPP Survey rated the five tenets of VPP – Management Leadership; Employee Involvement; Worksite Analysis; Hazard Prevention and Control, and; Safety and Health Training. The mean scores are based on a five-point scale for which “1” is the lowest possible score (strongly disagree) and “5” is the highest possible score (strongly agree).

Table 9 provides the average result for each tenet for FY 2018. Results from previous years are also included for comparison.

Table 9. VPP Safety Culture Survey Results			
VPP Tenets	FY 2016	FY 2017	FY2018
Management Leadership	4.1	4.0	3.7
Employee Involvement	4.2	4.2	3.9
Worksite Analysis	4.1	4.1	3.8
Hazard Prevention and Control	4.1	4.1	3.9
Safety and Health Training	4.2	4.2	4.0

Ratings dropped slightly in all areas from the previous year. However, the drop across all tenets does not appear to be consistent with the interview-based evaluation, which showed improvement in the areas of Employee Involvement and Training. Table 10 provides the results of the VPP Safety Culture Survey, including the questions that support each of the tenets. Also included in the survey were two additional questions relating to the VPP and ISMS programs for comparison. Results were reviewed as part of the annual VPP Self-Assessment, and taken into consideration when identifying opportunities for improvement.

Table 10: HGET VPP/ISMS Safety Culture Survey Responses		2018
VPP Tenet 1: Management Leadership		Average Score: 2018 = 3.72
1	Efforts to improve safety are encouraged, recognized, and responded to.	3.92
2	Your manager demonstrates a commitment that all accidents can be prevented.	3.87
3	Senior management (above your manager) visits your workplace.	3.37
VPP Tenet 2: Employee Involvement		Average Score: 2018 = 3.92
4	You are involved in decisions affecting your safety and health.	3.97
5	You are aware of you Safety Council's / Local Safety Improvement Team's activities.	3.86
6	You are knowledgeable of your company's safety and health policies and procedures.	3.92
VPP Tenet 3: Worksite Analysis		Average Score: 2018 = 3.82
7	Worksite safety inspections are being conducted in your work area.	4.04
8	Responses to your reports of hazards are timely and adequate.	3.43
9	You have been involved with safety analysis e.g. Automated Job Hazard Analysis (AJHA), Ergonomic Evaluations Pre-Job Reviews Enhanced Work Planning (EWP).	4.00
VPP Tenet 4: Hazard Prevention and Control		Average Score: 2018 = 3.87
10	Personal Protection Equipment, work practices and/or engineering controls support your ability to work safely.	4.02
11	Workplace rules and standards are known, understood, and applied consistently.	3.90
12	Equipment in your work area is properly/adequately maintained for safe operation.	3.69
VPP Tenet 5: Safety and Health Training		Average Score: 2018 = 3.98
13	You are adequately trained to recognize the hazards you are exposed to and how you can protect yourself.	3.98
14	The safety and health training you receive is appropriate for your job.	3.99
15	I am confident my coworkers know what to do and where to go in an emergency at our work location.	3.97
Additional Questions Relating to VPP and ISMS:		
16	ISMS and VPP function together and provide the framework for safe work performance	4.01
17	You use work-related safety principles when dealing with off-the-job hazards	4.04
Point values: Strongly agree = 5, Agree = 4, Neither Agree or Disagree = 3, Disagree = 2, Strongly Disagree = 1		

3. Annual Review Summary

Results from the VPP Self-Assessment and the VPP Safety Culture Survey, as well as document reviews, interviews, and field observations, showed strong evidence of an effectively implemented ISMS and Voluntary Protection Program. However, it also identified areas to focus on for future improvement. Continuous improvement is always our goal.

G. AWARDS AND RECOGNITION

- | | |
|---|----------------|
| • DOE VPP STAR Status | December 2018 |
| • EHS Today Magazine – America’s Safest Company | September 2017 |
| • DOE VPP Legacy of Stars Award | August 2016 |
| • DOE VPP Star of Excellence | 2015 |

APPENDIX A. VPP Annual Report Supplemental WorksheetDate of Review: January 1 through December 31, 2018For Calendar Year: 2018Site Contractor Name /Acronym: Wastren Advantage Inc. Hanford Laboratory / WHLSite Name: HanfordCompany President/Manager: Susan L. KonCompany Address: 295 Bradley, Suite 203Richland, WA 99354-5319

Injury Incidence/Lost Workdays Case Rate (contractor (participant) employees and staff augments)					
Calendar Year	Hours Worked	TRC Cases	TRC Rate	DART*Cases	DART*Rate
2015	109,627	0	0	0	0
2016	97,343	1	2.05	1	2.05
2018	100,910	0	0	0	0.00
3-Year Total **	307,122	1	0.65	1	0.65
BLS – 2017 average for NAICS*** # 562			4.7		3.0
Injury Incidence/Lost Workdays Case Rate (subcontractors)					
Calendar Year	Hours Worked	TRC Cases	TRC Rate	DART*Cases	DART*Rate
2015	N/A	N/A	N/A	N/A	N/A
2016	N/A	N/A	N/A	N/A	N/A
2017	N/A	N/A	N/A	N/A	N/A
3-Year Total	N/A	N/A	N/A	N/A	N/A
BLS - 2017 average for NAICS** # N/A			N/A		N/A
Total Contractor & Subcontractors (3 Years) N/A			N/A		N/A

* Days Away, Restricted or Transferred

** Years 2015, 2016, and 2018 were used in the 3-Year total as allowed in the *DOE-VPP Procedures Manual* for small companies.

*** North American Industry Classification System Code 562 Companies with 50-249 employees

What percentage Above / Below the NAICS TRC Rate *for reporting year*: 100% below for 2018Number of Contractor Employees: 61Number of Subcontractor Employees: None

Union Representative: Name: Ley Temple
 Email: Ley_A_Temple@rl.gov Contact #: 509-373-4203

Contractor VPP POC: Name: Patricia E Wood
 Email: Patricia_E_Wood@rl.gov Contact #: 509-373-1256

DOE VPP POC Name: Ricky Bang
 Email: Ricky_Bang@orp.doe.gov Contact #: 509-376-4151

APPENDIX B. HAMTC VPP Endorsement Letter



Hanford Atomic Metal Trades Council

1305 KNIGHT STREET
P.O. BOX 898

OFFICE OF: PRESIDENT

RICHLAND, WASHINGTON 99352
PHONE (509) 946-0326



December 7, 2015

Mr. Steven A. Moore, President
and Chief Executive Officer
Wastren Advantage Inc.
1571 Shyville Rd.
Piketon, Ohio 456617

Dear Mr. Moore:

VPP ENDORSEMENT

The Hanford Atomic Metal Trades Council (HAMTC) fully supports and embraces the philosophy and tenets of the Department of Energy (DOE) Voluntary Protection Program (VPP). The Council believes that VPP represents the essential driving force to protect the safety and health of our members. It is only through worker involvement and true partnerships that a safe working environment can be achieved.

With the award of the 222-S Laboratory contract to Wastren Advantage Inc.-Hanford Laboratory (WHL), the Council has been assured that WHL has committed to pursue safety and health excellence through the DOE Voluntary Protection Program.

Currently, the 222-S Laboratory proudly displays the DOE VPP Star Status Flag. The employees working for the laboratory, together with management, worked extremely hard to achieve this prestigious recognition. Their hard work and commitment should continue to be recognized by participating in the DOE VPP Program and the integration of this extremely important program into WHL's safety culture.

Therefore, based on WHL commitment to continuing valuable partnerships developed at Hanford, recognition of the past achievements of the Hanford workforce, and the pursuit of excellence in safety and health through DOE VPP, the Council fully supports WHL participation in the DOE VPP Program.

The Council appreciates WHL commitment in providing a safe working environment for the Hanford workforce.

Sincerely,

HANFORD ATOMIC METAL TRADES COUNCIL


David E. Molnaa
President